

Hybrid Phish Alert Button (PAB)

The Phish Alert Button (PAB) allows your users to easily report suspicious emails and help protect your organization from cyber-attacks. When staff click the PAB to report a suspicious email, they can provide your designated IT team with an early warning about potential threats.

Features of the Hybrid M365/Exchange PAB::

- Allowed us to designate where agency's phishing reports go.
- Allowed us to automatically forward reports to Microsoft eliminating the need for the MS reporting button.
- Filtered out the phishing simulations from reported emails.
- Gives users instant feedback about whether an email they are reporting is a simulation or a real potential threat.
- Automatically updates – no manual updates needed.
- Is deployed at the tenant level.
- Detects your users' mail clients and automatically configures the best version of the PAB for each user.
- Allows the PAB for our MAC agencies.
- Allows the PAB for mobile devices, both Android and iOS. (While the Hybrid PAB does have mobile device capabilities it is out of the scope of this roll out).

The User Experience

The user experience may be different for each user depending on their specific mail client.

- Staff can click the PAB in any of the mail clients to report suspicious emails.
- When staff clicks the PAB, the reported email will be removed from their inbox and moved to their **Sent or Deleted Items** folder as a forwarded email.
- If a user incorrectly reports an email, they can retrieve the email from their **Deleted Items** folder or **Trash** folder.

I will provide resources to agencies in preparation for the transition including email templates, training materials, and other documentation as needed.

What data is sent to Knowbe4 servers?

The PAB communicates with the KB4 API over TLS 1.2, which is securely encrypted. The external IP address, user agent, and other standard browser information are sent to KB4 as part of the standard HTTPS communication.

The information that is sent from the user's machine to the KB4 servers is listed below:

- License Key
- PAB version
- Operating system (OS)
- Operating system architecture
 - This includes 32-bit or 64 bit.
- Microsoft Outlook version
- Windows configured language
 - This is the language code. For example, EN for English, DE for German, and so on.
- Operating System ID
 - This is a random GUID generated for each individual workstation.
- User's email address
 - We do not store your users' email addresses unless it is already in our system.

When the user reports an email that is not a simulated phishing email, the reported email will not be sent to Knowbe4, reported emails are forwarded to the email addresses specified in your Account Settings managed by Cyber Security Services (CSS) Human Risk Management (HRM).

For more information, please contact security.training@das.oregon.gov